



# Recommendation

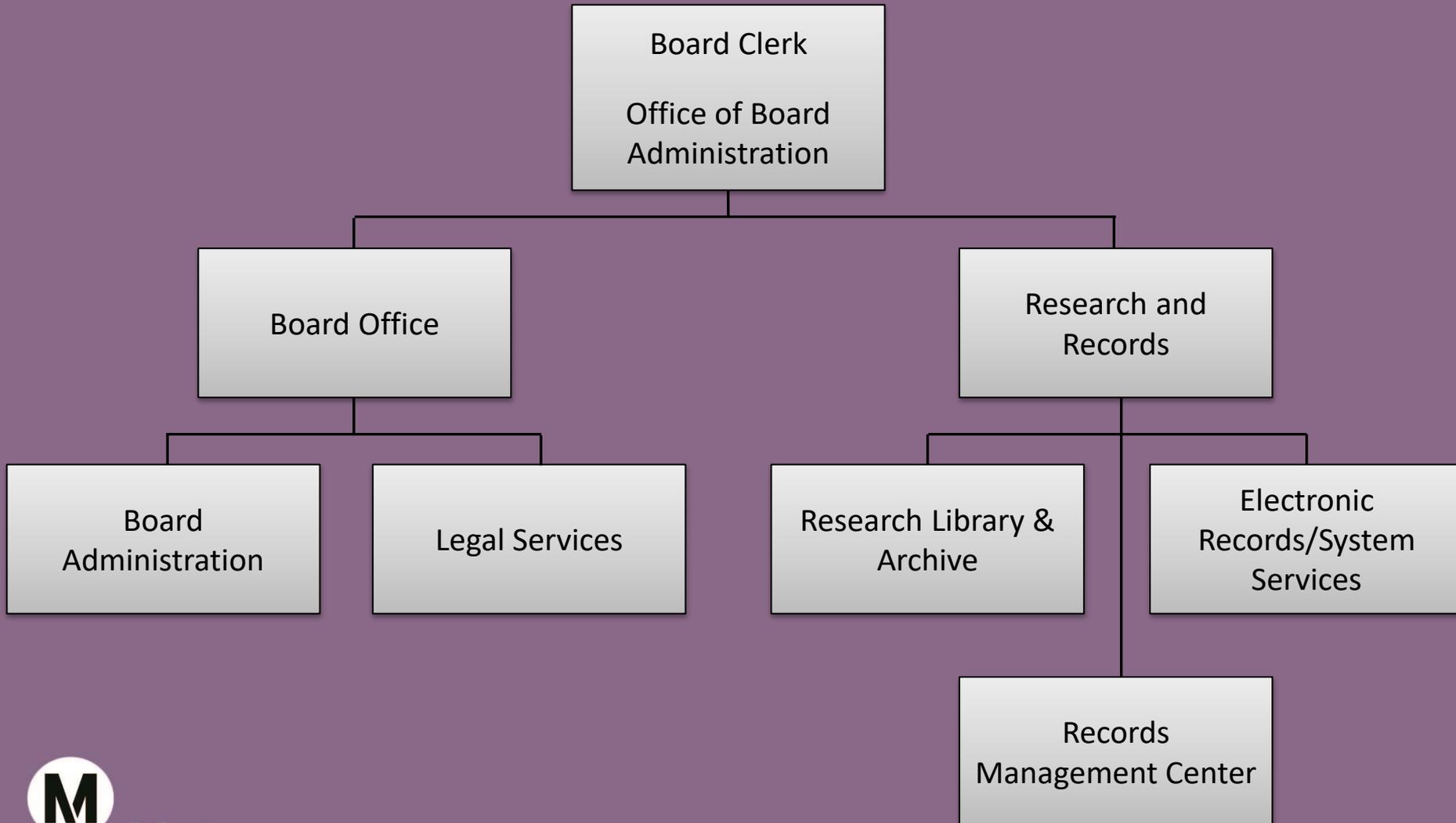
**RECEIVE AND FILE response to Motion 43 (Garcetti, Solis, and Najarian) that directed the Board Clerk to prepare a Strategic Plan.**

*Motion Directive:* Prepare a strategic plan, including but not limited to:

1. Delivering continuous improvement to encourage meaningful public engagement and improve accessibility of Board meetings, materials, and public comments; and
2. Continuation of effective public engagement options developed as Metro and L.A. County jurisdictions responded to the pandemic and its recovery process.



# Who is the Office of Board Administration?



# Challenges Identified

1. Interdepartmental Communication
2. Effective Public Engagement
3. Access to Information

# Early wins

- Agencywide board report & agenda system training reinstated
- Brown Act & Robert's Rules of Order Training
- Categorizing public comments & including with the minutes
- Claims for Damages form available in Spanish online & fillable PDF
- Improved California Public Records Act response times via additional training & staff resources



## Early wins, cont.

- **Lessons Learned with new Carl Warren Contract**
- **Library implemented E-books platform and an engineering standards digital library for employees**
- **Outreach began for On-Boarding program for new Board Members & Board Staff**

# 5-Year Strategic Plan Framework

The Board Administration 5-Year Strategic Plan has four goals, each with subgoals and yearly milestones.

The Strategic Plan is a roadmap for Board Administration and gives our customers a clear picture of where we plan to be and how we will get there in five years.



# Goal 1

## *Ongoing Workforce Development*

- \* ***Goal 1.1: Departmental Cross-training***
- \* ***Goal 1.2: Advisory Council Toolkit***
- \* ***Goal 1.3: On-Boarding Program for Board Members***
- \* ***Goal 1.4: Succession Planning***
- \* ***Goal 1.5: Claims for Damages Process Training for Operators***
- \* ***Goal 1.6: Intradepartmental & Agencywide Training***
- \* ***Goal 1.7: Agencywide Board Systems Employee Training***



# Goal 2

*Responsive, accountable, and trustworthy governance within the Metro organization*

- \* **Goal 2.1: Comprehensive Research Support**
- \* **Goal 2.2: E-Filing System for Claims for Damages**
- \* **Goal 2.3: Improve Access to Forms and Information for Public**
- \* **Goal 2.4: Records Audits**
- \* **Goal 2.5: Records Retention Schedule System**

# Goal 3

## *Enhanced public engagement with Metro's Board of Directors*

- \* ***Goal 3.1: Public Comment Systems***
- \* ***Goal 3.2: Strategic Planning***
- \* ***Goal 3.3: Public Access to Archived Board Meeting Documents***
- \* ***Goal 3.4: Board Systems (Internal)***

# Goal 4

*Improve agencywide Strategic Knowledge Management, utilizing innovations in preservation, access, and curation of Metro's information*

- \* **Goal 4.1: Federated Search System (Project)**
- \* **Goal 4.2: Knowledge Sharing Platform**
- \* **Goal 4.3: Cultural Curation**
- \* **Goal 4.4: Archival Management**
- \* **Goal 4.5: Records Storage, Physical, and Electronic System**
- \* **Goal 4.6: Promote RMC as a Resource of the Agency**



# Next Steps

Staff will return annually with an update on milestones achieved and will return in FY2028 with an updated 5-Year Strategic Plan.

*Thank You!*



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